



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

MCImetro Access Transmission Services, Inc.
for quarter ending March 31, 2005

Out of Service More Than 24 Hours	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$2,032.36	\$389.64	\$356.62	\$2,778.62
B. Number of credits issued for repairs - 24 - 48 hours	161	62	41	264
C. Number of credits issued for repairs - 48 - 72 hours	22	7	1	30
D. Number of credits issued for repairs - 72 - 96 hours	12	2	1	15
E. Number of credits issued for repairs - 96 - 120 hours	3	0	1	4
F. Number of credits issued for repairs > 120 hours	1	0	2	3
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$13,250.00	\$10,700.00	\$4,750.00	\$28,700.00
B. Number of customers receiving credits	265	214	95	574
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments

No data is available for Sections 730-A & B, info is reported by the ILEC.
MCImetro Access' customers are fully dependant on SBC for repair & maintenance activity, such as OOS tickets, missed repair appointments resolution, and repeat failures.